

Agenda

- ❑ Report from Deputy Operations Manager on issues raised at last meeting (MK)
- ❑ STP – Sustainability & Transformational Plan for Hinckley & Bosworth. (AP)
- ❑ Development of integrated Teams (DJ)
- ❑ Changes to Urgent Care (AP)
- ❑ AOB – Carer support

Barwell & Hollycroft Patient Participation Group 20th March 2017

Alan Plumpton – PPG Member
Dr Darren Jackson – Practice Partner
Maxine Rowley – Practice Business Manager
Mercede Kemp – Deputy Operations Manager

Issues from last meeting

- Difficulty accessing appointments and concerns about increasing list size.
- Patients waiting by phone all day for their INR results.
- Telephone appointments
- “On the Day” Appointments

Engagement events

- 17th Jan - Hinckley Golf Club
- 19th Jan – Loughborough Town Hall
- 23rd Jan – Botcheston Markfield

Extra Meetings

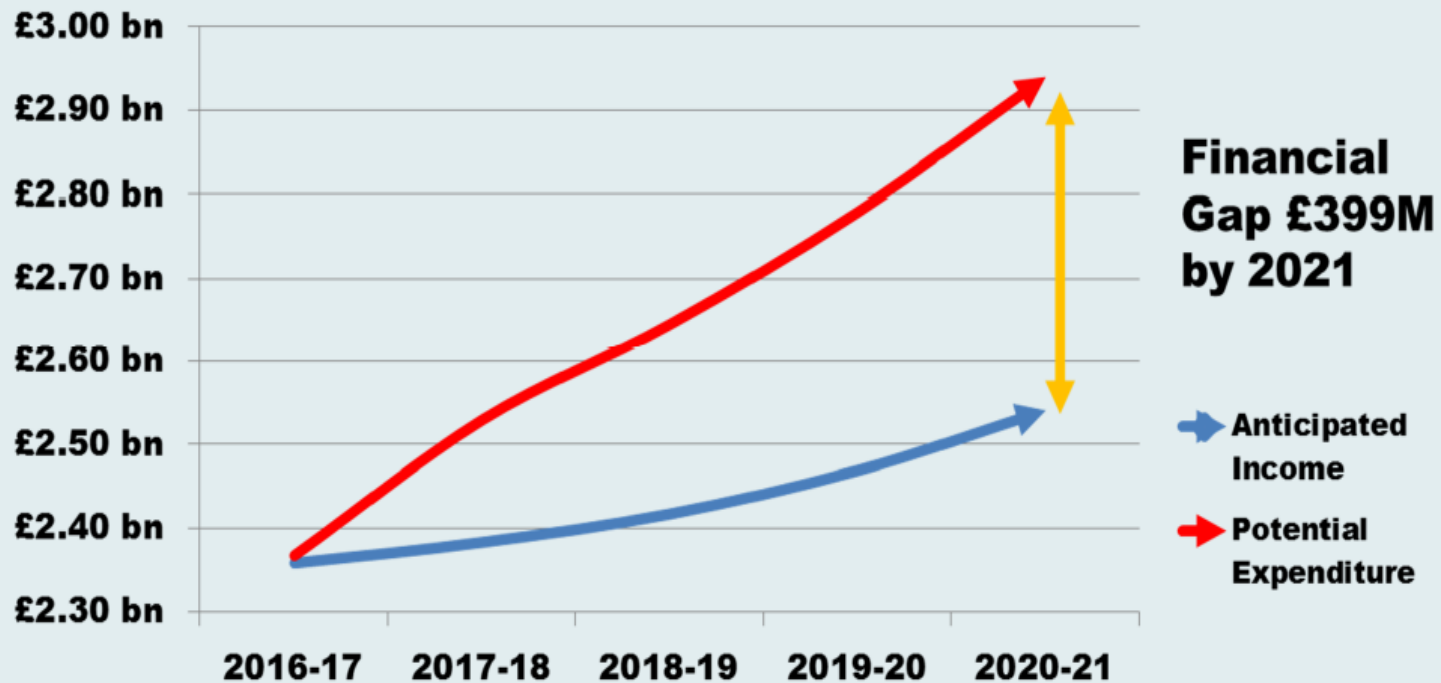
Monday 27th March – Hinckley Golf Club

Thursday 30th March – Lyric Rooms Ashby

Telephone 0116 295 4183

Funding Gap

Identifying the health and care financial gap



What do patients tell us they want?

I want to stay in my own home or in my local area

I want the knowledge to care for ourselves and stop ourselves from getting sick

I want all the services to work together so I don't have to keep repeating my story or attending so many appointments

I want to feel more in control and independent

Home First

Evidence shows that where it is appropriate a patient's recovery is better in a home environment.



Home is defined as the normal residence of the patient – Residential home, Care Home or their own Home



GPs working together to improve care

- In West Leicestershire, our practices have joined up as Federations to work together (Hinckley & Bosworth Medical Alliance)
- Patients still access care through their local GP but Federations allow us to deliver more care locally
- Federations can provide many of the tests, investigations, minor injuries and minor surgery currently only provided within the hospital setting.



Integrated Teams

Another new and innovative way to provide all-round care for patients

Dr. D. Jackson – Integrated Team leader for Hinckley & Bosworth

Supporting patients to care for themselves



Community based care and support
from local teams

Community Services

- Out of hours base moves onto Health Centre site to offer integrated urgent care with GPs, nurses and emergency care practitioners with on the spot access to diagnostics
 - Weekdays Urgent Care 7pm until 10pm
 - Week ends Urgent Care 8am until 8pm

Not a walk in centre 111 appointment needed.
- X-ray and ultrasound will move into the Health Centre
- Outpatient appointments remain on site with additional clinic rooms available, supported by better diagnostics
- Physiotherapy moves into the Health Centre

Changes to Urgent Care services and 111

- The need for support from other services other than just physical injury.
- Development of a “1 stop shop” when things are not life threatening.
- Confusion over the names of services has lead to a linking of 111 and Urgent Care





Better care together

Leicester, Leicestershire & Rutland health and social care

Observations on STP (Sustainability & Transformational Plan)

- Very important that new services are proven before old are removed (hospital bed reduction— reduction of hospital beds. Community beds down from 8 to 6 based on success of Home First
- Proposed that X-Ray and OOH service remain.
- Proposed Endoscopy suite with Cancer diagnosis facilities.
- Urgent Care treatment on offer at Hinckley Health Centre
- Physio move to the Health Centre.

If you have any issues you want raised at the next two STP meetings let Alan know so he can include them in the discussions and have them recorded

Federation Waste Campaign

- Our patient voice with the Hinckley & Bosworth Federation developing really well especially with Jenny Dowling (Patient Ratby Surgery) & Beverley Fall Federation Manager.
- Barwell and Hollycroft surgery have been represented at a number of Federation events. The latest was last week where the focus was on a project to reduce waste medication
 - Through returning medication not being used
 - Having a medicine review with a health professional
 - Checking medicine cupboards before calling for repeat prescriptions.
 - Rejecting medicines in the pharmacy before leaving.



PPG Awareness Week

5th June – 10th June

Focus on raising Awareness of Medical waste and who the PPG are.

Woodlands Nursery

Volunteers Urgently needed to help for an hour or two as well as

Distributing posters, handing out leaflets in the surgeries, Flu Clinics, Ideas for supporting surgery, Befriending, Contacts with schools, Newsletter preparation











AOB

- Tracy Underwood – Carer support.

AOB

- Next Meeting – Emma Chouhan First Contact Plus

Your **First** Contact for Information **Advice** and Support in Leicestershire



Improving Your Health >

Falls >

Feeling Safe >

Living Independently >

Money, Debt and Benefits >

Work, Learning and Volunteering >

Families and Relationships >

Your Home >

Next Meeting

- Hollycroft Surgery Monday 19th June 7pm